

MEMORANDUM OF UNDERSTANDING
FOR HOUSEHOLD GOODS
MOVE MANAGEMENT SERVICES

Between

THE U. S. DEPARTMENT OF VETERANS AFFAIRS,
OFFICE OF ACQUISITION AND MATERIEL MANAGEMENT (0490M)
Washington, DC

AND

GRAEBEL VAN LINES, INC.,
Aurora, CO
dba
Move Management, Inc.

VA HOUSEHOLD GOODS MEMORANDUM OF UNDERSTANDING

General

The U. S. Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC, herein identified as the VA, and Graebel Van Lines, Inc., Aurora, CO, dba Move Management, Inc. (MMI). These parties herein agree Move Management, Inc. will provide move management services according to the specifications and requirements as set forth in the GSA Household Goods Tender of Service, the GSA Statement of Work for Move Management Services on GSA's FSS Contract Schedule 653-7, and this agreement. Move Management, Inc. shall be referred to as MMI in the remainder of this document. All services related to the packing, loading, transportation, storage and delivery of household goods are included. All move management services including receiving service requests, conducting transferee entitlement counseling, creating a cost comparison of program rates with the commuted rates schedule, making carrier selections, preparing bills of lading, preparing shipment invoices, conducting carrier performance evaluations and auditing carrier services, preparing claims documentation, assigning selected shipments to storage-in-transit (SIT) or non-temporary storage, preparing and submitting service requests to carriers, maintaining the MMI web application with the most current programming and shipment information, and preparing and submitting management reports to VA and participating carriers.

Scope

This MOU applies to all regular centralized program household goods moves and transferee "Do-It-Yourself" or "DITY" moves authorized for the benefit of the Government and funded by VA activities. Regular centralized program moves are performed using the VA Commercial Bill of Lading (VCBL) method of shipment as Government shipments and as defined under the actual expense method in the Federal Travel Regulation. The discounts offered through this agreement cause every regular centralized program move to be less costly than a comparable move performed under the undiscounted applicable commercial tariff (commuted rate). Even so, a cost comparison shall be prepared by MMI showing the program costs and the commuted rate costs.

The carrier shown on bills of lading will be Graebel Van Lines (GRVI). Where this carrier does not have a GSA-approved scope of operations a one-time rate quote will be used. For CONUS shipments the bottom line discount for out-of-scope moves shall be 54 percent for transportation and 37 percent for storage.

Definitions

GBL: U.S. Government Bill Of Lading (SF 1103). This is a hard copy paper bill of lading. The GBL is used for OCONUS and international shipments of HHG, personally owned vehicles (POV) and professional books, materials and equipment (PBM&E) and unaccompanied air baggage (UAB). Use of the GBL incorporates the Government's terms and conditions from 41 CFR 102-117.90 and 41 CFR 102-118.115 to the shipment. These are also known as Federal Management Regulations (FMR).

HHGFR: Austin Finance Service Center Permanent Change of Station Household Goods Field Representative. This representative has the authority to initiate a HHG move in all of its parts

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and to obligate VA to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its completion. The HHGFR is the primary resource person for initiating a move management service request under this agreement. Access to the contractor's web-based HHG registration and reporting application is granted through the Transportation and Relocation Services Division (0492T) of the Office of Acquisition and Materiel Management. An e-mail with the counselor's name, phone number and fax number from the HHG program manager is sufficient to qualify a HHGFR for access to or removal from the access list to the MMI web site.

Read-Only access to the MMI web site shall be maintained for personnel from all VA facilities for their continued ability to review the progress of their employee's moves and to initiate any of the various system reports. An e-mail with the facility representative's name, phone number and fax number from the HHG program manager is sufficient to qualify a facility representative for access to or removal from the access list to the MMI web site.

Non-temporary Storage: Approved Government paid storage for up to three years while the transferee is posted to a foreign or remote domestic area with limited practical access. Storage shall occur as near to the origin point as possible provided suitable storage space is available.

Peak Season: For VA shipments, the peak HHG moving season shall start May 1st and end September 30th. There will usually be a gradual decrease of moves through November.

Self-authorization: Whenever an accessorial service is required and a VA authorization cannot be granted in a timely manner, MMI may initiate the necessary service to maintain the progress of a move that would be otherwise delayed.

Self-Pack and Load: Carriers in the VA program shall contain a move in its entirety within their own transport systems or networks of drivers and equipment and facilities to the maximum extent possible. Transferring a shipment to another agent or carrier is prohibited when the originating carrier has equipment, facilities, and personnel to handle the move in its entirety.

Short Notice Move: Any requested move that has 5 working days or less from the day of MMI's notification to the required pickup date is a short notice move. MMI shall not be penalized for a failure to meet the requested pickup schedule. Phone pre move surveys allowed.

Storage-in-transit: The necessary warehousing of HHG pending delivery to the permanent residence not to exceed 180 days. Storage generally occurs at destination but may occur at origin upon presentation of a satisfactory justification from VA or MMI. The transferee's failure to schedule a delivery prior to the 181st storage day will initiate storage charges to the transferee.

VCBL: VA Commercial Bill of Lading. This is a "virtual" HHG bill of lading that uses a VA-unique numbering system approved by GSA. The VCBL is for domestic use for the shipment of HHG, personally owned vehicles (POV) and professional books, materials and equipment (PBM&E). Use of the VCBL number as a reference on a bill of lading incorporates the Government's terms and conditions from 41 CFR 102-117.90 and 41 CFR 102-118.115. These are also known as Federal Management Regulations (FMR).

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1. Initiation of Service and Authorizations

a. HHGFR will notify MMI of transferee moves by entering the request on the MMI web site. HHGFR may temporarily also use telephone, fax, or other electronically agreed upon method. A legible copy of the Travel Authority must follow but the minimum information necessary for MMI to initiate a move is:

- i. Transferee's name
- ii. Transferee's phone numbers at work and home

b. The HHGFR will provide MMI with a telephone number to contact the transferee for counseling purposes. MMI will attempt to contact the transferee within 24 hours after receiving the initial request for move management services. If MMI is unsuccessful in contacting the transferee within 48 hours, MMI will advise the HHGFR and ask for assistance.

MMI self-authorizations for accessorial services are intended to maintain the progress of a move that would be otherwise delayed. MMI may self-authorize accessorial services listed in the Government Rate Tender (GRT) STB HHG 415 for amounts up to \$1000 for other than crating and shuttle service when it is necessary to maintain the momentum of the move. If required additional services exceed this limit, MMI must contact the HHGFR to obtain written authorization (fax, e-mail) before such services may be ordered. All MMI self-authorized services shall be subject to review by the HHGFR. When the charges for accessorial services other than crating and shuttle service exceed the \$1000 self-approval threshold, prior approval from the HHGFR must be received. Crating and shuttle service may each incur up to \$1000 in charges independently of other accessorial services before a HHGFR's prior approval will be required. All charges must be supported with approved HHGFR authorizations prior to payment. When time permits, prior authorizations are required before the performance of accessorial services.

c. In the event MMI fails to obtain the written approval/ authorization for additional accessorial services, MMI will be personally and financially liable to the carrier for those charges.

e. MMI will contact the transferee and provide information, guidance and/or instructions regarding all aspects of their move including, when requested, alternatives for a "Do-It-Yourself" or "DITY" move. These Federal Travel Regulation topics include but are not limited to the following list. See Attachment A.

- i. Entitlements under the Federal Travel Regulation and VA policy;
- ii. On-site pre-move survey responsibilities;
- iii. Released shipment valuation and excess shipment valuation;
- iv. Disassembly and reassembly of household furniture;
- v. Shipment and storage services that are paid by the Government;
- vi. Authorized storage-in-transit (SIT) and extra pick-ups and drop-offs;
- vii. Name and address of the SIT warehouse and SIT delivery out procedures;
- viii. Appliance servicing;
- ix. Professional Books, Materials (Papers) & Equipment (PBM&E) requirements;
- x. PBO packaging and contents inspections and repacking;
- xi. Do-it-yourself move instructions with reference to SIT, allowable costs and liability issues;
- xii. Movement of personally owned vehicles (POV) and alternative methods of transporting them;

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XIII Claims filing procedures and general assistance and guidance.

- f. MMI will instruct all VA transferees that additional pickups or drop-offs occurring within a direct route from the origin to destination are normally allowable, however, additional charges are payable by the employee. The HHGFR and the transferee must review the costs for an out-of-route exception. The HHGFR will advise MMI of the transferee's decision to request the additional stop or not. Charges for additional pickups or drop-offs must be shown on the bill of lading with any other charges payable by the transferee.
- g. The HHGFR may request on-site service inspections at either the shipment origin or destination point for an additional charge of \$100 per inspection. Optional origin or destination inspection services must be requested in writing and by calling (800) 723-2394 in time to allow scheduling.
- h. Single factor rates will not be used for computing rates or charges for VA shipments.

2. **Carrier Selection Criteria**

- a. The VA HHG Program Manager will provide a list of program carriers/ independent agents to MMI that will be used on an equitable rotating basis determined by carrier performance and GSA approved service area. The highest rated carrier shall be selected when the rating differs by 0.20 or more. The HHGFR and the employee and new appointee also reserve the right to select a program carrier from the list for the move and advise MMI of the selection.
- b. Carriers/agents that perform self-packing, self-loading, self-hauling, self-storage and self-delivery will receive preference over carriers not offering these self-contained services.
- c. When intrastate moves and peak season urgent moves are requested, MMI may use VA's special rate tenders filed with GSA if VA program carriers are not available. Upon occasion, MMI may preferentially select a carrier from the GSA Centralized Household Goods Program list of approved carriers and seek carriers/agents that self contain all aspects of a move.
- d. The VA HHG Program Manager and MMI have established the following criteria to be used in monitoring a carrier's performance.
 - i. Professionalism and courtesy of carrier personnel;
 - ii. Accuracy of the pre-move survey;
 - iii. Containment of the pack, load, delivery and storage by the participating carrier;
 - iv. Overall quality of carrier service and responsiveness to requests;
 - v. Processing, handling, and settlement of claims and other problems;
 - vi. Review of the SF-3080 evaluations.
 - vii. Administrative excellence of move coordination, documentation and billing.

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3. Preparation and Distribution of VCBLs and GBLs for Shipments of Domestic POV, International POV, Household Goods Shipments and Unaccompanied Air Baggage

- a. Domestic household goods shipments and POV shipments use the VA virtual VCBL program. When the virtual VCBL is used no hard copy VCBL or electronic VCBL version will be available. The use of the VCBL number on bills of lading incorporates the terms and conditions of a Government shipment by reference and as specified in 41 CFR 102-117.90 and 41 CFR 102-118.115.
- b. The VCBL numbers for use by MMI will start with VAH-0,000,001 and will end with VAH-0,025,000. When the number count falls below 100 a new list of VCBL numbers will be provided.
- c. MMI will maintain accountability records and physical security of the GBLs and VCBL numbers supplied and manage their distribution to comply with the terms of the GSA Household Goods Tender of Service and this agreement.
- d. MMI may issue a separate U.S. Government Bill of Lading (GBL) for each international shipment of household goods, unaccompanied air baggage (UAB), Professional Books, Materials and Equipment (PBM&E) and personally owned vehicles (POV).
- e. VA HHG Program Manager will provide MMI with an initial supply of 200 GBLs.
- f. MMI will prepare GBLs prior to shipment pickup and forward the GBL to the carrier in a timely manner. A file copy SF1103-a shall be returned to the HHG program office.
- g. VA HHG Program Manager will provide MMI with GBL preparation instructions and a sample GBL that will identify all pertinent GBL data elements and information. See Attachment B.
- h. MMI will request a GBL re-supply when the GBL inventory falls below 20.
- i. MMI will provide the HHGFR with a copy of each GBL and/or GBL Correction Notice (SF 1200) within 3 days after being sent to the carrier.

4. Valuation Charges

- a. MMI is authorized to order valuation of \$6.50 per pound times the shipment weight up to \$100,000, whichever is less, on all shipments of household goods at no cost to the VA or to the transferee. The bill of lading or GBL will reflect full value replacement. Carrier invoices shall not list standard shipment valuation charges. Shipment valuations in excess of \$6.50 per pound times the shipment weight or \$110,000, whichever is less, shall be charged to the transferee at \$0.85 per \$100 during transit and \$0.18 per \$100 of excess value while in storage.

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- b. Excess shipment valuations requested by a transferee must be in writing from the transferee. MMI will inform the transferee that they will be financially responsible for the cost of excess valuation and advise the HHGFR of the excess valuation request. Any excess valuation must also be shown on the VCBL or GBL.
- c. In the event MMI fails to obtain a written excess valuation request or the HHGFR's approval prior to the shipment pick-up from the transferee, MMI will be held personally and financially responsible for payment of any excess valuation charges to the carrier.

5. Service Auditing

- a. MMI will require that all carrier billings be sent directly to MMI to be pre-audited. Within five (5) calendar days after receipt of the carrier's billings, MMI will certify on the invoice that the verified accessorial services billed by the carrier were necessary, properly authorized, actually performed and documented in writing.
- b. MMI will "flag" any invoices that contain excess valuation charges and/or additional pickup/drop off charges so the VA Austin Finance Center can initiate collection letters for these charges. Within 48 hours of invoice certification, MMI will forward HHGFR selected carrier invoices for auditing to:

National Traffic Services, Inc.
151 John James Audubon Parkway
Amherst, NY 14228
- c. At the request of the HHGFR, MMI will be required to schedule on-site origin or destination service inspections. An additional fee of \$100 shall be assessed for completed inspections. Consideration must be given to the practicality of performing an on-site inspection to prevent a delay of the move. When the situation strongly suggests an on-site inspection is necessary, a reasonable delay of the move is acceptable.

6. Management Reporting

- a. MMI will maintain the following continuously available web site HHG reports
 - i. Order Summary and Contact Report
 - ii. Shipment Summary Report for HHG, POC, UA, & PBM&E
 - iii. Claims Summary Report
 - iv. Carrier Utilization Report
 - v. VCBL and GBL Log Sheets
 - vi. Raw Shipment Data in Spreadsheet Format or other suitable downloadable format– See Attachment C for a sample spreadsheet format
 - vii. Individual GSA *Form 3080* Report and Period Specific GSA 3080 Summary Report
 - viii. GSA Tracker data as proscribed by GSA Kansas City
 - ix. Shipment Billing Report with Charge-backs to Transferees
 - x. Shipment Distance and Weight Summary Report

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- b. MMI will prepare and submit a report to the VA HHG Program Manager on all authorized additional move management services, such as on-site inspections and HHG program cost avoidances revealed during auditing.
- d. MMI will telephonically obtain transferee responses for the *GSA Form 3080, Household Goods Carrier Evaluation*, within three weeks after completion of delivery of the transferee's household goods to the permanent residence. MMI will use its best efforts to insure all *GSA Form 3080*'s are completed and returned. The SF-3080 evaluation forms will be provided by MMI and be available for viewing on their web site. The goal for the return of *GSA Form 3080* is 100 percent.
- e. MMI will conduct semi-annual performance reviews with the VA HHG Program Manager.

7. Accessorial and Third Party Services

The list of chargeable accessorial services that could arise during the movement of a transferee's household goods includes bulky articles; crating; debris pick up; elevator usage; extra labor to inspect, repack and reseal packed-by-owner cartons (PBO); extra pick up or delivery; long carry (greater than 125 feet); third party appliance servicing, Saturday or Sunday delivery; shuttle service; stair carries; and washer pack, additional weighings, maid service, etc. MMI will identify those services required for a particular move and obtain the necessary HHGFR written authorizations. MMI may self authorize, in writing, all required accessorial services to maintain the progress of a move when the total charges for all accessorial services (except crating and shuttle service) are \$1000 or less. Crating and shuttle service have separate self-approval maximums of \$1000 each. MMI shall attempt to call the HHGFR at the time services are ordered to advise them of the requirement and may proceed without a written authorization if the shipment would be unduly delayed. However, all accessorial services must be approved in writing by the HHGFR prior to payment. The VA Centralized Household Goods Program Manager shall arbitrate self-approval disputes between the HHGFR and MMI. His/her decision shall be binding upon both parties.

8. Billing Information

The selected carrier will submit a bill and receive payment from MMI who will then submit an invoice to the VA Austin Finance Service Center (FSC) and receive payment from the VA Austin FSC. Upon verification that accessorial services have been properly approved, were necessary, and were actually performed, MMI shall provide the written authorizations and include a request for payment of the accessorial charges in their billing. MMI shall retain all shipment billing documentation for a minimum of six years from the payment date.

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9. Storage

a. Storage-in-transit (SIT), when required, is generally authorized for an initial storage period not to exceed ninety days (90). The initial period may be extended in 30-day increments or in one ninety-day (90) increment with the total storage days not to exceed 180 days. The transferee will be counseled as to the period of authorized storage and their liability if storage exceeds the approved limit. Storage costs shall be apportioned between VA and the employee on billing documents when any charges are payable by the employee. Charges for excess weight placed into storage will be payable by the transferee.

b. MMI will require the carrier to obtain authorization from MMI before the placement of the shipment into SIT at origin. Storage at the destination is standard. Storage shall not be permitted when driver's waiting time is a suitable alternative.

MMI will notify both the transferee and the HHGFR of the actual location for the SIT within five (5) calendar days after delivery into SIT. This notification will be provided in writing or be available from the web application and will clearly state the date of expiration of the initial authorized storage period. MMI will notify the transferee and the HHGFR of the expiration of storage at least ten working days prior to the expiration of storage. MMI will counsel the transferee of their liability for additional charges, changes of liability coverage from carrier to warehouseman's care, and the risks to the transferee if authorized storage expires and the HHG remain in storage.

c. MMI will instruct all VA transferees to submit a written request to the HHGFR for any extension of SIT beyond the initial authorized period. The HHGFR will notify MMI of additional authorized SIT. If additional SIT storage is desired by the transferee but not approved, the transferee will be advised of their responsibility for the storage charges.

d. Non-Temporary storage shall be at the shipment's origin.

10. VA and MMI Contact Information

MMI employees are authorized to receive shipment requests and initiate claim preparation documents. They may be reached at (800) 723-2394 or Fax (303) 214-2161.

b. MMI will assist the transferee to process and manage claim settlements.

c. HHGFRs are authorized to order move management services on behalf of the VA HHG Program using the contractor's approved web site. The approved HHGFR listing is on the VA home page at <http://www.va.gov/oa&mm/household/index.htm>. Once on the HHG Program home page the first selection is the list of HHGFRs.

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11. Further Agreements

- a. MMI will obtain written pre-authorizations from the HHGFR to conduct a telephone pre-move shipment survey or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday. Unless otherwise agreed by the HHGFR and MMI all additional charges for services performed on a weekend or holiday shall be payable by the transferee.
- b. Whenever the actual weight of the household goods shipment varies from the estimated weight on the pre-move survey by 10 percent or more, plus or minus, MMI will notify the HHGFR. The HHGFR will determine whether or not a re-weigh of the shipment will be requested. This re-weigh request shall be in writing and timely to allow for the re-weigh. An actual shipment weight in excess of 110 percent of the pre-move survey weight must be acceptably justified to the HHGFR and MMI before payment for any excess weight may be approved. MMI shall authenticate the reasonableness of a carrier's explanation. The transferee must be notified of their potential indebtedness resulting from any weight in excess of 18,000 pounds. If necessary, disagreements between the carrier and MMI shall be arbitrated by the VA Centralized Household Goods Program Manager, whose decision shall be final.
- c. During relocations, MMI will maintain a 24 hours, 7 day per week telephone and web site accessibility for VA transferees and HHGFRs.
- d. MMI will provide the transferee a pocket-sized pamphlet listing procedures and relevant information for use by the transferee.
- e. All amendments and/or changes to this agreement must be in writing and signed by a responsible officer of MMI and the VA Household Goods Program Manager.
- f. This MOU is effective from the date of signature and will remain in effect until terminated by either party. Termination shall be effective upon the receipt of 90 days notification or some other mutually agreeable lesser notification period and a *Letter of Intent* specifying a date by which the agreement shall be terminated. In no instance will this MOU exceed the terms of the GSA Household Goods Tender of Service or permit the participation of licensed brokers.
- g. All shipment records created during this agreement, all records submitted for uploading into the web application prior to this agreement to establish a historic database resource, and all records completed after this agreement has been terminated and during the agreement closeout period, are the property of the VA and shall be provided to the VA in a downloadable format suitable for maintaining data integrity and viability compatible with effective data management protocols. VA may request record updates for incomplete records for up to nine months after the MOU termination date.

Attachment A – GSA HTOS, Section 2

Attachment B – U.S. Government Bill of Lading Preparation Instructions

Attachment C – Instructions for a Sample Data Spreadsheet

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VA Representatives:

William R. Bardwell
Traffic Manager (0492T)
Transportation and Relocation Services Division
VA Central Office
Washington, DC

Signature

Date

Graebel Van Lines/
Move Management, Inc.

Bradley Siler
Treasurer/Assistant Secretary
Move Management, Inc.
Aurora, CO

Signature

Date

Charles E. Roberson
Associate Deputy Assistant Secretary
For Program Management and Operations (049M)
VA Central Office
Washington, DC

Signature

Date